



## **AirGenerate and Electrolux Tier 2 Heat Pump Water Heater Units Removal (Reconfirmed)**

### **March 17, 2015**

#### **Why were these HPWH units removed from the HPWH Qualified Product List?**

Between March and August of 2013 Air Generate identified that a defective batch of evaporators had been installed in Air Generate ATI66 and ATI66DV units. Approximately 300 units received the defective evaporators (with an estimated 200 installed and shipped).

**Haven't there been other mechanical issues?** This is the third mechanical issue for Air Generate. In September 2012 Air Generate worked quickly to address low refrigerant charge issues affecting about 8% of the product installed in the Pacific Northwest. In December 2012, there was a minor electrical malfunction with the water heater's main power connection junction box affecting the Air Generate ATI66 and ATI50, requiring a rewiring procedure. Both of these issues were addressed quickly and corrected by Air Generate to NEEA's satisfaction.

#### **Didn't you report recently that NEEA put Air Generate on a Corrective Action Plan?**

Yes, NEEA negotiated with Air Generate a Corrective Action Plan that included quarterly updated, third party audits and the implementation of a QA process.

Air Generate also agreed to address all units from the "bad batch", those at distributors, installers and in homes. They were to provide details and a timeline on who would be performing inspections and warranty work and pay for ongoing third party field inspections for a sampling of 10% of installed units for one year after installation.

Action reported by NEEA as of Jan. 12, 2015:

- Manufacturing issues have been addressed.
- Letters were mailed to notify all 427 customers that may be affected.
- 159 customers have already responded via call or email.
- Of the respondents, 147 units have been evaluated to date. 35 units have been replaced and 7 have been repaired.

#### **Why has BPA decided to remove the Air Generate and Electrolux units from the HPWH list?**

Unfortunately, ongoing mechanical issues and concerns about the company's ability to honor warranty coverage have required us to retract our previous announcement to re-list these units and BPA has now removed these products from the Qualified Products List.

BPA will not be re-listing AirGenerate or Electrolux in the April 2015 version of the BPA Implementation Manual to be released on April 1, 2015.

The Heat Pump Water Heater Workgroup at NEEA is monitoring the situation closely, and will develop a plan to address ramifications to installers and end users. In the meantime, if customers uncover new performance issues with AirGenerate products, please report them to the workgroup by contacting Jill Reynolds at NEEA ([jreynolds@neea.org](mailto:jreynolds@neea.org)) and David Murphy at BPA ([demurphy@bpa.gov](mailto:demurphy@bpa.gov)).